

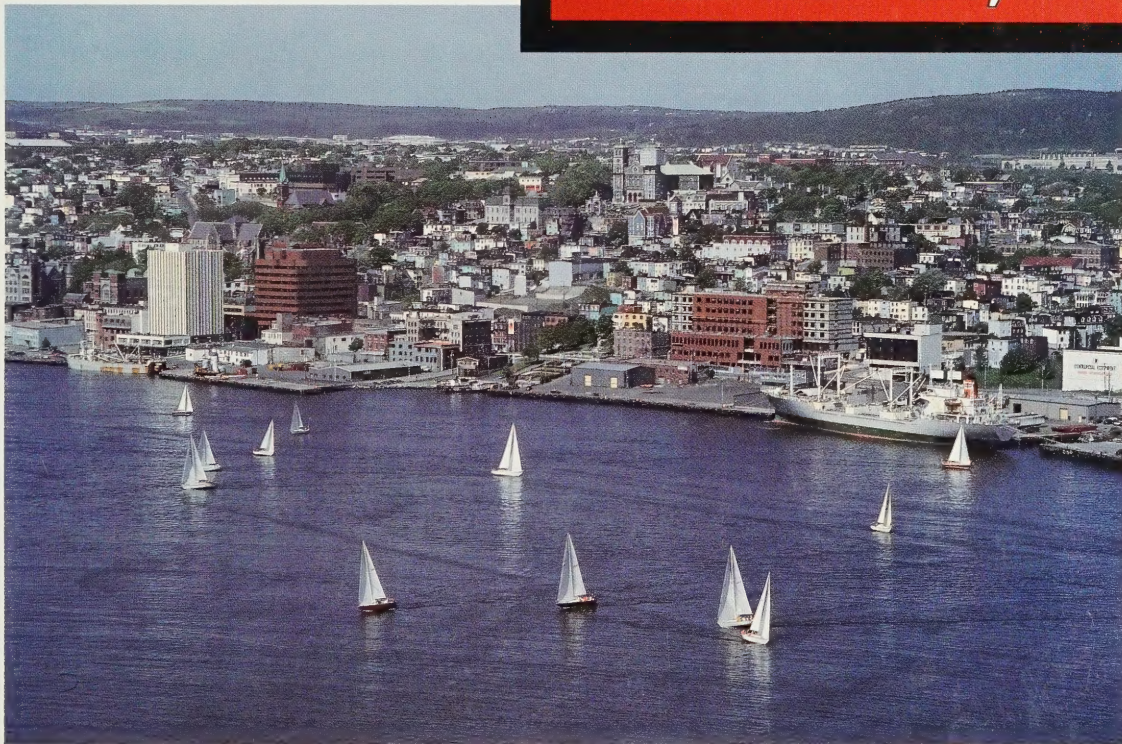


June 25 - Sat.
709-726-5337
Intra Legrows.

*Catch the Drift :
Thriving in the 90's*

CACUSS - AACUSS

June 25 - 29, 1994



St. John's, Newfoundland



The Marine Institute



Memorial
University of Newfoundland

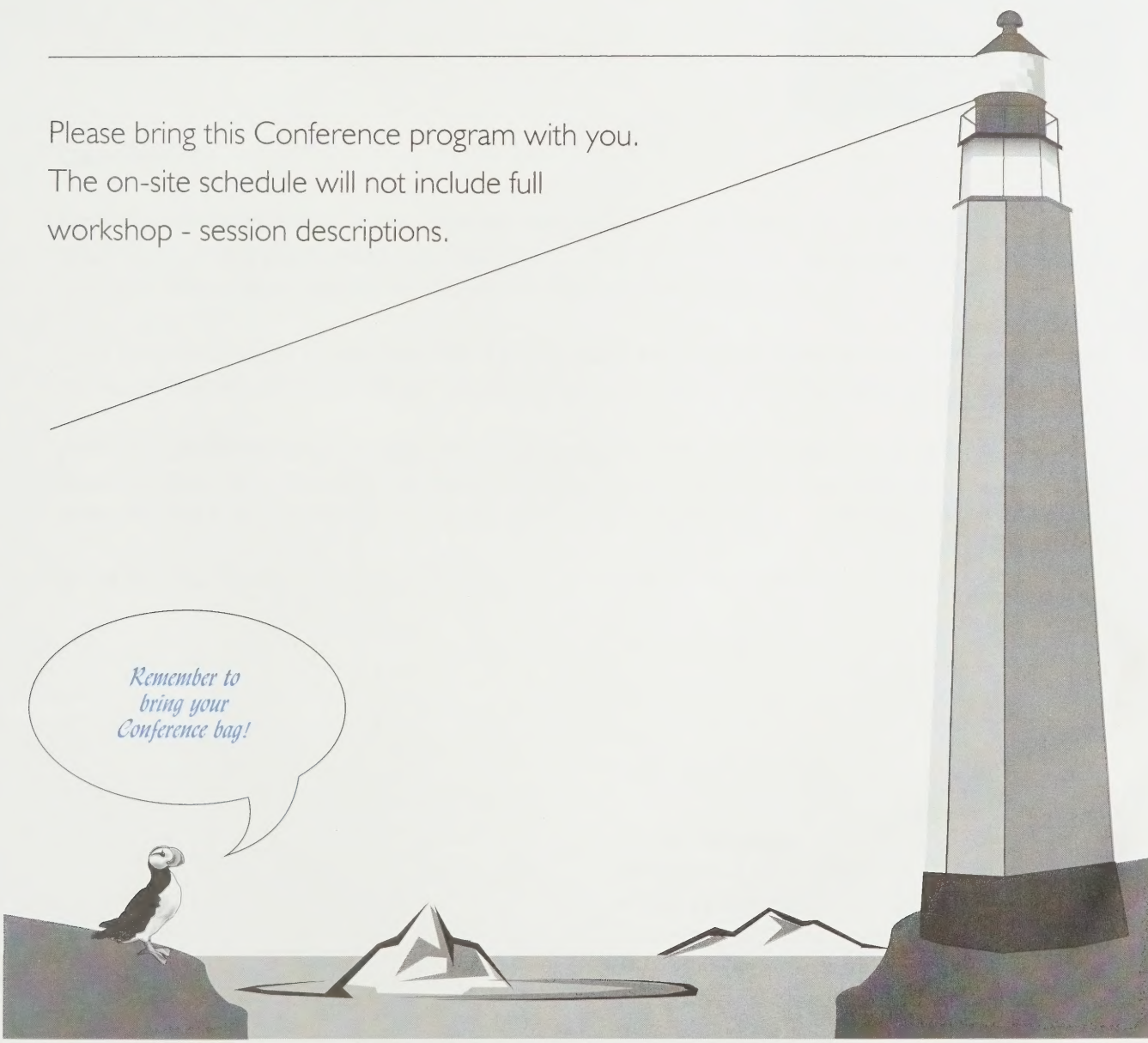


Cabot College

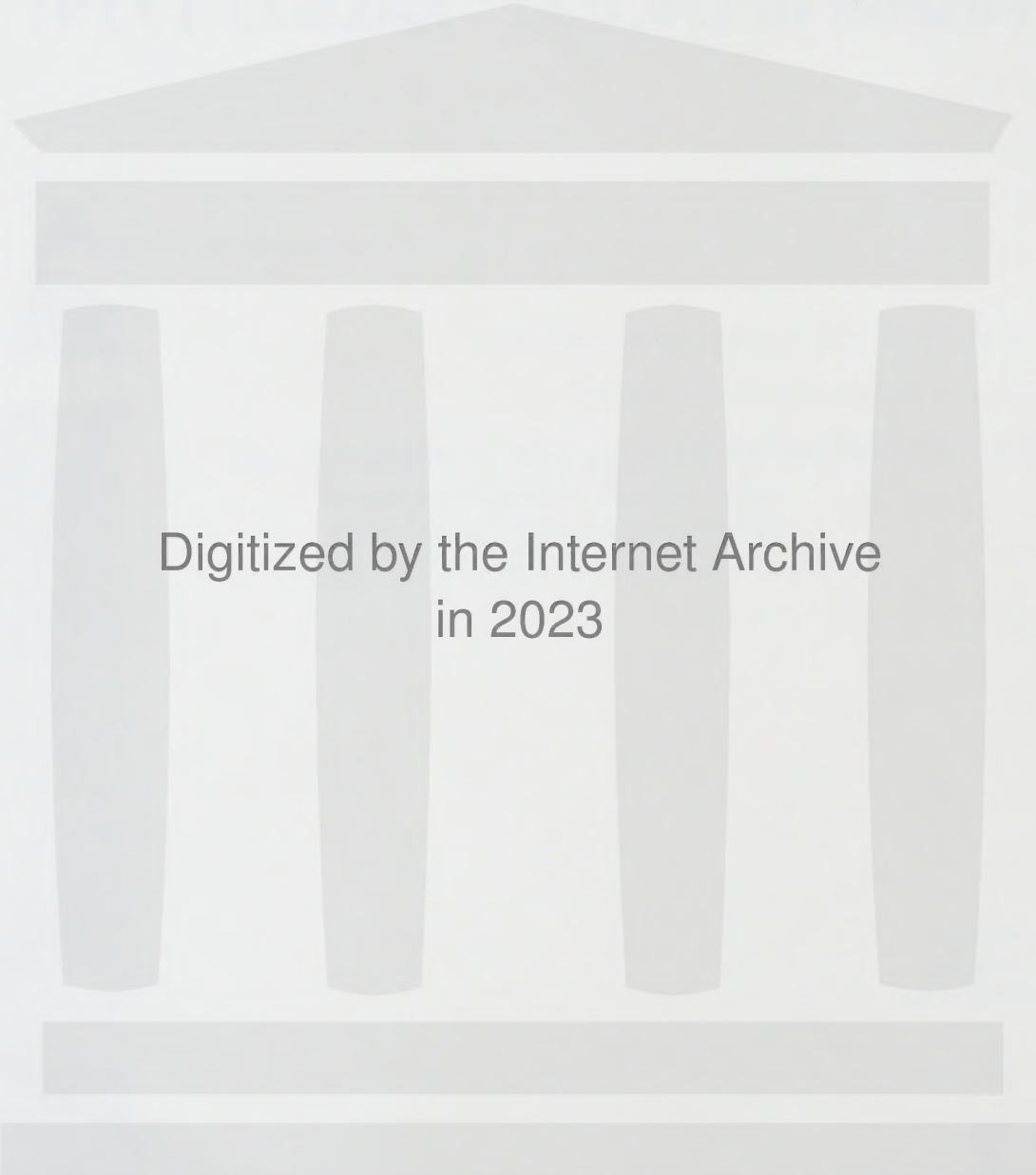
***This document is also available in braille,
large print and cassette tape.
To receive, please telephone
(709) 737-2156: Voice and T.D.D.***

Welcome to CACUSS - AACUSS 1994!

Please bring this Conference program with you.
The on-site schedule will not include full
workshop - session descriptions.



*Remember to
bring your
Conference bag!*



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CANADIAN ASSOCIATION OF COLLEGE AND UNIVERSITY STUDENT SERVICES

L'ASSOCIATION DES SERVICES AUX ÉTUDIANTS DES UNIVERSITÉS ET COLLÈGES DU CANADA



Dear Colleague,

On behalf of the Executive of the Canadian Association of College and University Student Services, I would like to invite you to mark June 26th to June 29th, 1994 on your calendar and plan to attend the CACUSS 1994 Conference at Memorial University in Newfoundland.

The Conference theme "Catch The Drift: Thriving in the nineties" is a timely reminder of the challenges and issues that we will all be facing if we want to thrive and survive in these challenging times.

The CACUSS '94 Planning Committee has challenged us to "bask in the delights of the three R's: renewal, reacquaintance, and revisitation, and some sensible foolishness". All of these activities as well as some strong opportunities for excellent professional development are awaiting all of us at CACUSS '94.

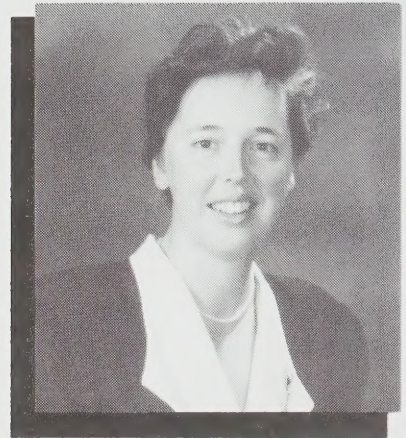
So, as you plan for the Spring, plan to attend CACUSS '94 at Memorial! See you there.

Sincerely yours,

Peggy Patterson
President, C.A.C.U.S.S.
Office of Student Affairs
University of Guelph
Guelph, Ont., N1G 2W1
Phone (519) 824-4120, ext 2573
FAX (519) 767-1693



ATLANTIC ASSOCIATION OF
COLLEGE AND UNIVERSITY STUDENT SERVICES
ASSOCIATION DES SERVICES AUX
ETUDIANTS DES COLLEGES ET UNIVERSITES DE L'ATLANTIQUE



Greetings Colleagues!

It is my pleasure to invite you to participate in the joint CACUSS - AACUSS '94 Conference. A top line of keynote speakers with expertise in higher education at both colleges and universities will be challenging us to strive towards meeting the agenda of the future. In addition, practitioners and educators in Student Affairs and Services will be presenting on health/wellness, counselling, financial aid, and numerous student services issues such as disabilities, legal issues, women, international students, and research, to name a few.

As President of AACUSS, I look forward not only to welcoming delegates from the Atlantic but also facilitating friendships and networks among AACUSS & CACUSS colleagues and friends. If we are truly to "Catch the drift" network building is a great place to start "Thriving"!

Harley has a great social program to share the sites, sounds and tastes of our Newfoundland culture. I am especially pleased that many of the delegates have already indicated that families and friends will also be joining us.

CACUSS - AACUSS '94 promises to be an exciting time for professional and personal renewal. I look forward to sharing this Conference with you. See you in June . . . As together we "Catch the drift" and learn to "Thrive in the 90's"!

Yours in Student Affairs & Services

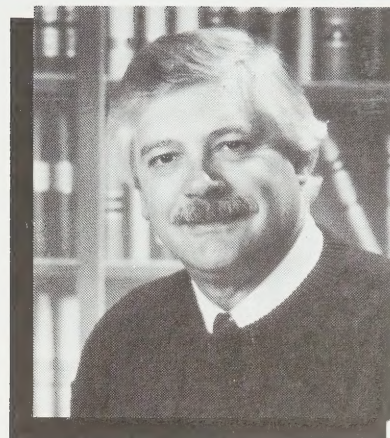
Donna Hardy Cox, Ed.D.,
AACUSS President &
Conference Co-Chair



Memorial

University of Newfoundland

Office of the Dean
of Student Affairs and Services

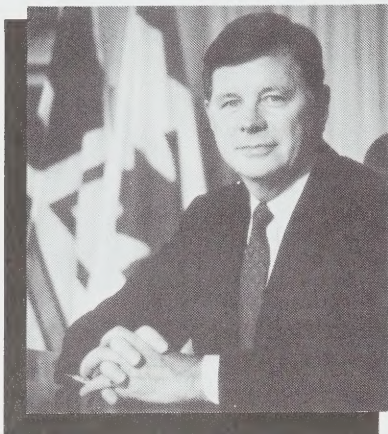


Dear Colleague:

As the academic year unfolds, I trust your plans to attend CACUSS - AACUSS 94 are becoming ever more determined. The interest in participating and sharing is evident from the very comprehensive programme, and we are proud to have the opportunity to facilitate this for you. We anticipate, with great delight, to once again meet, greet and experience the warmth and professionalism that signals who we are. At the podium and the keyboards, this time for renewal is important for all of us. So I welcome you heartily, and look forward to being your host.

W. E. Ludlow, Ed.D.,
Dean,
Conference Co-Chair.

KEYNOTE SPEAKER



Honourable CLYDE K. WELLS, QC, BA, LLB, MHA
PREMIER OF NEWFOUNDLAND & LABRADOR

Government and Post-Secondary Education

Constitutionally education is a provincial responsibility, however, the importance of post-secondary education to the national well-being has resulted in significant federal funding for same. The need for co-operation and collaboration between all levels of government and colleges and universities has never been greater. Premier Wells will address the Conference on the important role that post-secondary education in Canada must play if our Country is to thrive in the 90s and beyond.

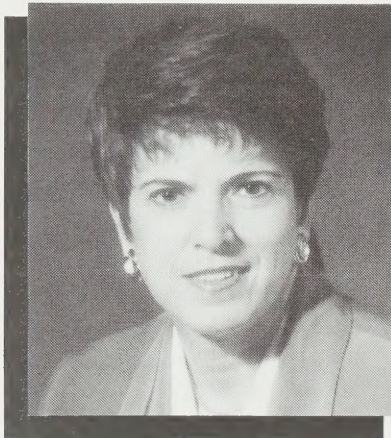
Biographical Profile

Clyde K. Wells is the Premier of Newfoundland and Labrador. Premier Wells graduated from Memorial University of Newfoundland in 1959 and Dalhousie Law School in 1962. He was called to the Bar of Nova Scotia in 1963 and of Newfoundland in 1964 and returned that year to Corner Brook, Newfoundland, to establish his law practice.

Clyde Wells first entered public life in 1966 when he was elected to the House of Assembly for the district of Humber East and appointed to cabinet by Premier Joseph Smallwood. He became, as Minister of Labour, the youngest cabinet minister in the province's history, and sat in cabinet until 1968 when he resigned on a point of principle concerning the financing of the Come-by-Chance oil refinery project. In 1971, he returned to private practice as a lawyer in Corner Brook. From 1977 to 1979, he was a member of the constitutional law committee of the Canadian Bar Association and represented the federal government in several major constitutional cases in the early 1980s.

With an abiding concern for provincial and national affairs, Premier Wells sought the leadership of the Liberal Party of Newfoundland and Labrador which he won at the party's leadership convention in June 1987. On May 5, 1989, he became the fifth Premier of Newfoundland and Labrador, its second Liberal premier since 1949 and its 24th first minister since the granting of responsible government in 1855. Since returning to public office Premier Wells has played a major role on constitutional matters on the national scene. In addition, his strong leadership style and willingness to tackle difficult fiscal problems head on has set the standard for other Canadian political leaders on both the provincial and national level.

KEYNOTE SPEAKER



EDNA TURPIN-DOWNEY, Ed.D.
PRESIDENT, CABOT COLLEGE OF APPLIED ARTS,
TECHNOLOGY & CONTINUING EDUCATION

Understanding Constraints Point of Departure: Collaboration

Today we all face the challenge commonly referred to as "the need to do more with less". This mandate clearly exists at all levels within the educational system. To meet this challenge, "collaboration" is essential!

Program articulation within the post-secondary system is required as a first step in assuring that this objective is attained. Economies of scale will also be sought after in areas of admissions policies, accessibility, transferability, common use and sharing of facilities, and the linkage of programs and services between institutions. The primary goal of all future collaborative initiatives must be that of "making things better for students and safeguarding student welfare".

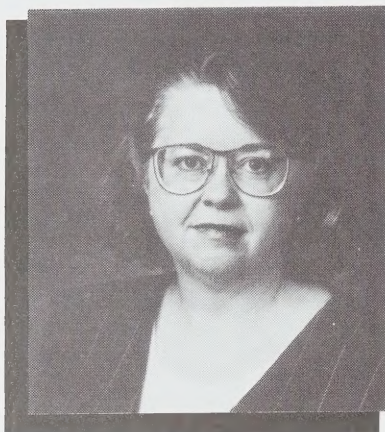
Biographical Profile

Dr. Edna Turpin-Downey has experienced an extremely broad based career within the field of education. From an educational psychology foundation, she has worked as a classroom teacher, a guidance counsellor, a psychologist and as a consultant/coordinator of student services within the secondary school system.

Prior to accepting her current position as President and C.E.O. of Cabot College, she spent eight years within the Department of Education of the Government of Newfoundland and Labrador. During this period, she served in various positions including Assistant Deputy Minister (Primary, Elementary, and Secondary Education Programs and Operations from 1990-1993). Dr. Turpin-Downey has been the recipient of many distinguished awards.

Dr. Turpin-Downey has had an extensive background of professional service memberships throughout her career. These career experiences have seen her as an active participant on many provincial, national, and international boards, committees and government commissions consistently providing a contribution toward the evolution of strategic planning and evolution of programs, policies, and initiatives in the field of educational development. She currently holds the position of President of the Canadian Education Association (CEA), an organization in which she has played a significant role since 1987. Dr. Turpin-Downey has throughout her career also been a contributor to her community. She has served as a volunteer leader for the Canadian Mental Health Association, Canadian Red Cross, St. Pat's Mercy Home, the YM/YWCA, and in an advisory capacity for the City of St. John's.

KEYNOTE SPEAKER



JACQUELYN THAYER SCOTT, PH.D.
PRESIDENT, UNIVERSITY COLLEGE OF CAPE BRETON

The Changing Face of Education in the 90's

As we near the mid-point of the 1990's, we are all aware of how rapidly higher education is being challenged to meet the needs of new learners and new ways of learning. More of our students are "non-traditional" - older learners, or those working part time to finance their studies, many who are from ethnic or cultural backgrounds which have traditionally had low participation rates in higher education. At the same time, technology has changed how education can be delivered to meet new needs. How do all of these changes impact on Student Services professionals - especially in a time of declining public-sector resources?

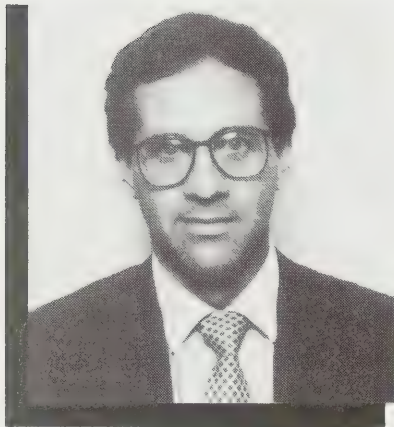
Biographical Profile

Dr. Jacquelyn Thayer Scott is President of the University College of Cape Breton in Sydney, Nova Scotia, an undergraduate post-secondary institution offering degrees, diplomas and certificates in a range of liberal arts, scientific and technical topics and competencies. Prior to assuming her current post in 1993, Dr. Scott had served as Director of the School of Continuing Studies at the University of Toronto. She has also been on faculty at the University of Manitoba, operated her own public relations and management consulting firm, and been employed as a journalist by The Canadian Press and The Columbian Newspaper.

In addition to her administrative work, Dr. Scott is Past President of the Canadian Association for University Continuing Education (CAUCE), and has headed the Ontario Council for University Continuing Education (OCUCE) and the Council of Ontario Universities' Status of Women Committee. She represents the Association of University and Colleges of Canada on - and is the Chair of - the National Education Organizations Committee (NEOC), the reference group of all public and private educators and trainers for the Canadian Labour Force Development Board (CLFDB). Most recently, she was appointed a member of the Premier's Roundtable on the Economy for the Province of Nova Scotia.

Dr. Scott is author of numerous scholarly and popular articles, monographs and books on voluntary organization management and policy, and higher education policy. As a scholar she is a member of the Association for Research on Nonprofit Education and the Institute for Public Administration in Canada.

THEME SPEAKER



BRETT STEENBARGER, Ph.D.

Director of Student Counseling and Assistant Professor
STATE UNIVERSITY OF NEW YORK AT SYRACUSE

Interdisciplinary Collaboration within Student Affairs and Services

At a time of increasing austerity, campus services are being called upon as never before to document their impact upon student development. Although we possess tremendous breadth and depth of knowledge within Student Affairs and Services, our models of intervention do not always allow us to demonstrate this expertise to our various constituencies. Dr. Steenbarger brings extensive experience in primary prevention and consultation to offer a model for accountable institutional intervention on college and university campuses. The model is procedural in nature, emphasizing strategies for problem identification, collaboration, program development, and outcome assessment. A major thrust of the model is creation of collaborative, interdisciplinary teams targeting the campus as a whole for change **as a way of documenting the contributions of student services to individual, social, and campus-wide development.** The second part of the talk describes specific programs that draw upon this model and apply the "how-to's" to such specific concerns as alcohol/drug abuse and acquaintance rape.

Biographical Profile

Brett Steenbarger, Ph.D., is Assistant Professor and Director of Student Counseling at the State University of New York. He has published widely in professional journals on topics related to developmental counselling, cognitive therapy, primary prevention on the college campus, research on campus violence, and college health. He has presented throughout North America to an array of professional groups and sits on numerous Executive Boards in the American Psychological Association, American Counseling Association, the American College Health Association, and the New York State College Association. Dr. Steenbarger also maintains editorial affiliations with a number of journals. He and his wife reside in Syracuse with their five children.



W. WAYNE THISTLE, LL.B.

Vice-President (Administration and Finance) and Legal Counsel
MEMORIAL UNIVERSITY OF NEWFOUNDLAND

Major Legal Issues Facing Canadian Universities in the '90's

With an increasingly litigious society, those of us who are involved in university administrative and professional activities need to be aware of legal issues that we encounter practically on a daily basis. This session will provide administrators and student service professionals with some knowledge of legal principles and guidelines which should allow them to respond to issues of a legal nature that confront them in their everyday work.

Among the topics to be discussed are: The University: A Corporation with Many Agents; The Nature of your Employment Contract - If you Have One; The Basis of Administrative Law Including the Principles of Natural Justice and Fairness as they Apply to Students; Students as Consumers: Educational Malpractice; Negligence on Campus and how we can Best Manage Our Risks; Human Rights: Have We Gone Too Far in our Efforts to Establish Processes Which Attempt to Protect those Rights?; Free Speech vs Foul Speech - What Should Students Have to Contend with in the Guise of Academic Freedom?

Biographical Profile

Mr. Thistle has an extensive background in university administration, having held the position of Registrar and Secretary of the University Senate from 1975 to 1981. He has served as Vice-President (Administration and Finance) and Legal Counsel since 1981, a position which has provided considerable experience in all aspects of education law. Mr. Thistle has taught Education Law and Business Law at Memorial University of Newfoundland and also has made numerous presentations on various aspects of universities and the law. Currently, Mr. Thistle holds the position of President, Canadian Association of University Solicitors, and is the past President (1992-93), Canadian Association of University Business Officers.

In addition to his university experience, Mr. Thistle has chaired numerous labour arbitration boards. His background in the arbitration field has been recognized by the award of the Chartered Arbitrator designation by the Arbitrators' Institute of Canada.

BRIEF COUNSELLING...BEYOND THE BASICS

BRETT STEENBARGER, Ph.D.

Director of Student Counseling and Assistant Professor
STATE UNIVERSITY OF NEW YORK AT SYRACUSE

This hands-on workshop reviews the research and practice literatures of brief therapy, derives an interactive model of practice, and illustrates the skills needed to implement the model with a variety of populations. The first portion elaborates a model for brief therapy that is relevant to college and university counselling and that accounts for the diversity of clientele in our settings. The model addresses key findings in the recent research literature, especially regarding the specific approaches that may be most helpful for given persons and problems. The second portion of the workshop identifies core skills that implement the model and presents these with interactive illustrations.

Dr. Steenbarger encourages audience participation to illustrate the sort of information one needs to gather early in therapy to make decisions regarding brevity, the initial skills that are employed in brief work, and the variety of brief interventions and intervention formats that one can employ for a given case. Audio and/or video tapes can be used for demonstration purposes.

Biographical Profile

Brett Steenbarger, Ph.D., is Assistant Professor and Director of Student Counseling at the State University of New York. He has published widely in professional journals on topics related to developmental counselling, cognitive therapy, primary prevention on the college campus, research on campus violence, and college health. He has presented throughout North America to an array of professional groups and sits on numerous Executive Boards in the American Psychological Association, American Counseling Association, the American College Health Association, and the New York State College Association. Dr. Steenbarger also maintains editorial affiliations with a number of journals. He and his wife reside in Syracuse with their five children.

Registration Fee: \$130 (includes lunch). Check off the appropriate box on the Registration Form. For more information contact:

Dr. Michael Doyle, CUCCA Program Co-Chair
Memorial University Counselling Centre,
St. John's, NF A1C 5S7
phone: (709) 737-8874 fax: (709) 737-4569
e-mail: mdoyle@kean.uccs.mun.ca

BACCHUS "Campus Hospitality Program"

The BACCHUS Canada Campus Hospitality Program (CHP) deals with alcohol service delivery in post-secondary institutions and has been developed for campus trainers in order to facilitate customer and campus safety. CHP has been designed to "train the trainer". The program includes ten teaching modules which can assist anyone called upon to discuss sensitive issues. The instructors will demonstrate various teaching techniques while actually training participants to use the materials that covers topics such as campus hospitality, student drinking habits, teaching methods, and dealing with the intoxicated.

Biographical Profiles

Jim Delaney is the Student Affairs Liaison Officer and Projects Coordinator at the University of Toronto. Over the past six years, he has been involved in a variety of projects and programs relating to alcohol issues, policies, and education on campuses including the development and implementation of a specialized campus-based server training program. Jim is currently a member of the CACUSS Board and has been a member of the BACCHUS Canada Board of Directors since 1989.

Fran Wdowczyk is the Student Life Coordinator at Wilfrid Laurier University in Waterloo, Ontario. She took up this position in January of 1991 after two years at the University of Waterloo as Assistant to the Dean of Students and later Assistant to the Warden of Residences. Fran currently sits on the BACCHUS Canada Board of Directors as Vice-Chair and has special interest in safety issues including date/acquaintance rape.

Carmi D. Cimitata attended Ryerson in downtown Toronto where she attained her Applied Arts Degree in Visual Merchandising while being active in campus politics. Carmi worked with her student government for three years before officially leaving campus politics to organize and operate BACCHUS Canada as a national non-profit organization. Since 1986, when BACCHUS Canada was officially incorporated, Carmi has worked to create a national movement amongst post-secondary student leaders in Canada. Getting alcohol awareness to the top of the campus agenda has kept her extremely busy. She has been responsible for launching a number of high profile awareness campaigns which have been used throughout North America.

For more information contact:

Dr. Brian Johnston, SAD Program Chair
c/o Student Housing & Food Services
Memorial University of Newfoundland
St. John's, NF A1B 3P7
phone: (709) 737-7590 fax: (709) 737-3520
e-mail: bjohnston@leif.ucs.mun.ca

IMPORTANT INFORMATION

DID YOU KNOW?

Did you know that the Conference will not only be a meeting of the minds but also a chance to network and holiday? Of course you did; but here is some extra information which will help you be more prepared for the event! We look forward to seeing you!

WHAT TO BRING

Conference Bag

In the interest of recycling, participants are invited to reuse or create their own Conference bag. Originality counts! There is a prize for the most interesting Conference bag.

Weather/Dress

Newfoundland weather is notorious for its unpredictability. June is generally a fairly warm and dry month but Conference participants are encouraged to bring a sweater as well as suntan lotion. Maybe a rain jacket would be another good idea. All events will be casual, no need for "best bib and tucker!" (Translation: Shirt and tie or dress!).

Student Affairs Division/Annual T-Shirt Exchange

During the Division's AGM/Reception, the annual T-shirt exchange will take place. Remember - bring your college or university T-shirt and exchange it for the one of your choice.

DELEGATE SERVICES

Message Board

The Message Board will be located by the Registration Desk. Any messages (fax, 709-737-3520 or telephone, 709-737-7590: voice and 709-737-2156: T.D.D.) will be placed on this board, but remember, it is your responsibility to check it. For emergencies after hours call 709-737-8561.

Child Care/Babysitting

To make arrangements for children, please contact Mr. Brian Mallard (709-737-7599 or fax, 709-737-2389) by May 15, 1994.

Special Needs

Please inform us of your specific needs on the Registration Form.

Guest/Spouse/Family Program

An on-site concierge will provide personalized programs for delegates.

After Hours Relaxation

Hatcher Social Centre - **The Table** - will be open throughout the Conference as a place to meet informally with colleagues.

Fitness

Energizing fitness activities, such as swimming, aerobics and walking, will be available for all levels of fitness.

ACCOMMODATIONS & TRAVEL

Air Canada Travel

Air Canada has been named the airline of choice for the Conference. When booking your ticket, please remember to state that the Conference is registered with the Air Canada Convention Centre and ask that your event number (CV940268) be entered in the Tour Code box and the Reference Code CACUSS in the Endorsement box regardless of the fare purchased. Air Canada is offering a 15 per cent reduction on full-fare economy and executive class travel. In addition, other special round trip excursion fares are available.

Guest speaker travel can be underwritten if delegates fly Air Canada, thus reducing the cost of the Conference to you. For reservations contact Intra LeGrow's Travel (St. John's), (fax) 709-726-5337 on the enclosed form or Air Canada, (telephone) 1-800-361-7585.

University Accommodation

On-campus accommodation is available at Burton's Pond Apartments and Paton College Residence. Burton's Pond is suitable for delegates with families wanting access to campus activities for children.

Off-Campus Accommodations/Car Rental/Tours/Extended Stay

Intra Legrow's Travel (St. John's), the Off-Campus Hotel Bureau/Car Rental Co-ordinator for the Conference, has reserved preferred Conference rates until May 15, 1994. Accommodation requests should be forwarded to the travel agency; the agency can also arrange a complete travel package of air, hotel and any required extended stay program if requested. Accommodation options include:

Holiday Inn Government Centre: 75 standard rooms at \$75 per night plus taxes (single to quad share; kids under 12 eat free). Fifteen minute walk to University.

Battery Hotel and Suites: The Battery overlooks scenic St. John's Harbour. Rates per night: standard room \$65 and suite \$99 (\$79 based on a minimum stay of one week).

Camping in Pippy Park: Ten fully serviced sites are available for those who wish to bring their trailer/camper/tent.

Car Rental: Preferred rates have been secured with Budget Rent-A-Car. A compact will cost \$35, a full size \$40; both packages offer 100 free kilometres per day and \$0.15 for each extra kilometre. Reservations can be made through Intra Legrow's, (fax) 709-726-5337.

Driving

Reservations for the CN Marine ferry to Newfoundland can be made by calling 709-772-7701.

SPECIAL AND SOCIAL EVENTS

Interfaith Service

On Sunday morning the Chaplaincy at Memorial University will provide an Interfaith Service in the University Chapel.

Bird Island and Humpback Whale Tour

Visit the Sea Bird Sanctuary Islands from Bay Bulls, Newfoundland, on a delightful two and a half hour cruise. You will be especially thrilled by the sight of thousands of birds of different species, their nests and their young. The graceful breaching of majestic

whales will add to the enjoyment of this once in a lifetime adventure. Cost \$30 per person (includes transportation and taxes). Buses will leave at 10:00 a.m. and 1:30 p.m. on Sunday.

Historic Tour

Tour of Cape Spear, Cabot Tower and Signal Hill

Visit the National Park at Cape Spear, the most easterly point of land in North America. Here the lighthouse has been restored to circa 1840. Explore the bunkers built by Canadian soldiers in the side of the cliffs during the Second World War. Stand with your back to the Atlantic Ocean and face every other person in North America (or turn your back on them, your choice!) Enjoy the breathtaking view of the City of St. John's and its harbour from the top of Signal Hill. Signal Hill, with Cabot Tower as its crown, is probably the City's most famous landmark. It was here that Marconi received the first wireless message across the Atlantic Ocean and the first crossings of the Atlantic by airplane were witnessed. Cost \$10 per person. Buses will leave at 10:00 a.m. and 1:30 p.m. on Sunday

Welcome Reception

Begin your Conference with a warm Newfoundland welcome. Sample Newfoundland hospitality while overlooking Memorial's campus and North America's oldest city.

Opening Spoon Session

Brock was the dress rehearsal. Discover your musical talents. Instruments will be provided.

Mystery Dinner at Sea - Marine Institute

The Marine Institute has some of the most sophisticated marine simulation and testing facilities in the world. Here is your opportunity to see them in a most unusual way as the Institute is transformed into the luxury liner S.S. CACUSS bound for exotic and far away places. Join the owner in the lounge

for pre-dinner refreshments as you are entertained by the all-star cabaret cast. Visit the Captain on the bridge and meet some memorable passengers, some of whom have more than a quiet cruise on their minds. Tensions are apparent and clues abound as a dastardly murder occurs. Fortunately, a world famous detective is on board and with the aid of the delegates will attempt to solve the mystery. Join us in an evening of intrigue, which will test your skills of observation and deduction. Who knows, identifying the culprit could be very rewarding. Maybe you should bring along cruise attire. Dinner will be Monday, June 27, at 6:00 p.m. to 10:00 p.m. Cost is included in the Conference fee; additional tickets can be purchased for \$40.

Executive Challenge

The Executive Challenge is an AACUSS tradition which, for the first time, will take on National challengers. Come see the great show down - The AACUSS Executive versus the CACUSS Executive. Will the unique trophy leave the Atlantic Provinces? Come and cheer your group to victory!

Newfoundland Initiation Ceremony

First-time visitors to Newfoundland are encouraged to become honorary Newfoundlanders - observers welcomed.

Greetings From CACUSS '95

Hosted by the 1995 CACUSS Conference Committee. Come to meet those who will be welcoming you to CACUSS '95 at the University of Guelph - find out about the Gryphon!!

Closing Banquet

Caught the Drift? Closing banquet with Newfoundland's own "GREAT BIG SEA". Come and enjoy traditional and popular music.

Schedule

FRIDAY, JUNE 24TH

✓ 9:00 a.m. - 5:00 p.m. CUCCA Executive Meeting

SATURDAY, JUNE 25TH

9:00 a.m. - 2:00 a.m.	Registration
9:00 a.m. - 12:00 p.m.	Counselling Centre Directors National Meeting
12:00 p.m. - 2:00 p.m.	AACUSS Deans & Directors Lunch and Meeting
3:00 p.m. - 5:00 p.m.	Counselling Centre Directors Regional Meeting
2:00 p.m. - 4:00 p.m.	AACUSS Executive Meeting
4:00 p.m. - 9:00 p.m.	AACUSS AGM & Professional Renewal Workshop
9:00 p.m. - 1:00 a.m.	Hatcher Social Center - The Table

SUNDAY, JUNE 26TH

7:30 a.m. - 8:45 a.m.	Breakfast
7:00 a.m. - 8:00 a.m.	Early Morning Fitness
8:30 a.m. - 9:30 a.m.	CCHSA Executive Meeting
9:00 a.m. - 9:45 a.m.	Interfaith Service
10:00 a.m. - 5:00 p.m.	Local Tours (Departures: 10:00 a.m. & 1:30 p.m.)
10:00 a.m. - 1:00 p.m.	SAD Executive Meeting
9:00 a.m. - 4:00 p.m.	CUCCA Pre-Conference Workshop
9:00 a.m. - 4:00 p.m.	SAD Pre-Conference Workshop
12:00 p.m. - 2:00 a.m.	Registration & Information Desk
✓ 12:00 p.m. - 5:00 p.m.	CACUSS Board Meeting
6:00 p.m. - 7:30 p.m.	CASFAA Executive Meeting
6:00 p.m. - 8:30 p.m.	SAD AGM/Reception and Annual T-Shirt Exchange
✓ 6:00 p.m. - 8:30 p.m.	CUCCA AGM/Reception <i>Connie -</i>
7:00 p.m. - 8:30 p.m.	CCHSA AGM/Reception
✓ 8:30 p.m. - 10:00 p.m.	Welcome Reception
10:00 p.m. - 12:00 a.m.	Opening Spoon Session

MONDAY, JUNE 27TH

7:30 a.m. - 8:30 a.m.	Swim/Walk/Aerobics
7:30 a.m. - 8:45 a.m.	New Professionals Breakfast
7:45 a.m. - 8:15 a.m.	Core Committee Breakfast
8:00 a.m. - 12:00 a.m.	Registration/Information Desk
9:00 a.m. - 4:00 p.m.	Materials & Displays Room
9:00 a.m. - 9:15 a.m.	Welcome Official Opening of Conference
9:15 a.m. - 10:30 a.m.	Session A - Keynote Speaker - Honourable Clyde Wells
10:30 a.m. - 11:00 a.m.	Refreshment Break
11:00 a.m. - 12:15 p.m.	Session B - Workshops
12:15 p.m. - 1:30 p.m.	Lunch/Roundtable Interest Groups
1:00 p.m. - 1:30 p.m.	Meeting of All Ontario CACUSS Members
1:30 p.m. - 2:45 p.m.	Session C - Theme Speaker - Dr. Brett N. Steenbarger
2:45 p.m. - 3:00 p.m.	Refreshment Break
3:15 p.m. - 4:30 p.m.	Session D - Workshops
4:30 p.m. - 6:15 p.m.	CACUSS AGM
6:15 p.m. - 10:00 p.m.	Mystery Dinner Theatre
10:00 p.m.	Hatcher Social Centre

TUESDAY, JUNE 28TH

7:00 a.m. - 8:00 a.m.	Walk/Swim/Aerobics
7:30 a.m. - 8:45 a.m.	Breakfast
7:30 a.m. - 8:00 a.m.	Core Committee Breakfast
8:00 a.m. - 8:45 a.m.	Regional Representative Breakfast (Business Meeting for Regional Representatives for the Divisions and CACUSS Board)
8:00 a.m. - 5:00 p.m.	Registration/Information Desk
9:00 a.m. - 4:00 p.m.	Materials & Displays Room
9:00 a.m. - 9:15 a.m.	Conference Update
9:15 a.m. - 10:30 a.m.	Session E - Keynote Speaker - Dr. Edna Turpin-Downey
10:00 a.m. - 3:00 p.m.	Display/Trade Show
10:30 a.m. - 11:00 a.m.	Refreshment Break
11:00 a.m. - 12:15 p.m.	Session F - Workshops
12:15 p.m. - 1:30 p.m.	Box Lunch at Display/Trade Show
1:30 p.m. - 2:45 p.m.	Session G - Workshops
2:45 p.m. - 3:00 p.m.	Refreshment Break
3:15 p.m. - 4:30 p.m.	Session H - Workshops
4:45 p.m. - 5:30 p.m.	Executive Challenge

EVENING ON YOUR OWN

10:00 p.m.	Newfoundland Initiation Ceremony
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WEDNESDAY, JUNE 29TH

7:00 a.m. - 8:00 a.m.	Walk/Swim/Aerobics
7:30 a.m. - 8:45 a.m.	Breakfast
7:30 a.m. - 8:00 a.m.	Conference Committee Update
8:00 a.m. - 5:00 p.m.	Registration & Information Desk
9:00 a.m. - 4:00 p.m.	Materials & Displays Room
9:00 a.m. - 9:15 a.m.	Conference Update
9:15 a.m. - 10:30 a.m.	Session I - Keynote Speaker - Dr. Jacquelyn Thayer Scott
10:30 a.m. - 11:00 a.m.	Refreshment Break
11:00 a.m. - 12:15 p.m.	Session J - Workshops
12:15 p.m. - 1:30 p.m.	Lunch
12:15 p.m. - 1:30 p.m.	CUCCA Luncheon Meeting
1:30 p.m. - 2:45 p.m.	Session K - Theme Speaker - Mr. W. Wayne Thistle
2:45 p.m. - 3:00 p.m.	Refreshment Break
3:15 p.m. - 4:00 p.m.	Session L - Workshops
6:00 p.m. - 7:00 p.m.	Greetings from CACUSS '95
7:00 p.m. - 1:00 a.m.	Closing Banquet
9:00 p.m. - 1:00 a.m.	Entertainment/Great Big Sea

THURSDAY, JUNE 30TH

7:30 a.m. - 8:45 a.m.	Breakfast
8:00 a.m. - 9:30 a.m.	CACUSS 94-95 Planning Committees Breakfast
9:00 a.m. - 5:00 p.m.	CACUSS Board Meeting

We would like to thank Christina Grouchey; Christina planned the layout and design of the 1994 CACUSS - AACUSS Program Book, the letterhead, various forms, the advertisement for the Conference and the Christmas postcard. Christina is a Memorial student working with Student Development. We would also like to acknowledge the students at Cabot College who designed the Conference logo.

Workshops - Sessions

MONDAY, JUNE 27
9:00 A.M. - 10:30 A.M.

A1. KEYNOTE SPEAKER

Honorable CLYDE K. WELLS

Premier of Newfoundland & Labrador
Government and Post-Secondary Education

Simultaneous translation will be available.

MONDAY, JUNE 27
11:00 A.M. - 12:15 P.M.

B1. A Canadian Counsellor Consults in South Africa

Gayle Wm. Dumsday, Algonquin College

This presentation reviews counselling issues and, by implication, educational, political, social, and economic developments, in South Africa today. An assessment of a 1993 three-week journey to South Africa Technikons and Non-Governmental Organizations in Capetown, Johannesburg and Pretoria, sponsored by the Association of Canadian Community Colleges, will be detailed. The rewards and challenges of consulting in a foreign country will be presented through discussion and slides. The advantages of continued intercultural linkages also will be explored.

B2. Memorial University Counselling Centre Training Consultation: Teaching Interviewing Skills to Medical Students

Michael Doyle, Pauline Duke, and
George Hurley
Memorial University of Newfoundland

Most university and college counselling centres are involved in campus educative and training activities. At Memorial University, Counselling Centre Faculty have consulted with Medical School Faculty to develop an introductory course in medical interviewing skills, to expose medical students to the importance of acquiring interpersonal communication skills as integral to their clinical training. This innovative application of interdisciplinary consultation and training began in 1983 and continues to the present with interviewing skills for first-year students, and also, Interpersonal Process Recall with Family Practice Residents. This presentation will outline the theory underlying this training and detail the practical issues involved throughout the course.

B3. CUCCA Student Paper Award Winner

Details to be announced. Chair: Nancy
Willihnganz, CUCCA President

B4. Date and Acquaintance Rape Prevention Training

Connie Coniglio and Cyndy Camp
The University of Western Ontario

Student Services Professionals at The University of Western Ontario have worked extensively on educational/prevention programs for students, staff, and faculty in the area of date and acquaintance

sexual assault. Initiatives include the "Date and Acquaintance Rape Prevention Training Project", a program developed to train students to facilitate workshops and presentations throughout the university community. This project, now in its second year, has allowed for the provision of education to over 3,000 members of Western's community, including such target groups as residence hall, sports teams, fraternities and sororities, and classrooms. This workshop will provide information on the history and development of these initiatives and will focus particularly on the "DART" team, their work, and the workbook developed for facilitation of the program.

B5. The Student Coordinated Plan/A \$10M Partnership

Peter Hopkins and John Leddy
University of Waterloo

Want to raise over \$10M to improve the quality of student life? Want to hold a student referendum? This is the session for you. Enjoy some practical ways to enhance your plan.

Three and half years ago, the students soundly defeated a \$12M Student Life Building Referendum by 66%. A year and a half later, a new proposal, called the Student Coordinated Plan to raise \$10M, successfully passed the referendum by 66% - a 100% turnaround. As a result the students at the University of Waterloo are in the process of completing two major capital projects: a new Student Centre and a Physical Recreation Complex and are beginning to spend the accumulated interest on numerous student directed projects from their \$750,000 Endowment Fund. If you are curious in how and why this happened; what the three projects are; and how the students and the University developed a partnership; come and share some practical and friendly suggestions to ensure you are equally successful.

B6. Using a Management by Objectives Approach with Residence Assistants

Roger Batchelor and Vivianne Sergianidis
Grenville House, Carleton University

This workshop will encourage the investigation of a Management by Objectives approach for Senior Residents to obtain solidarity and consistency in the residence life group. Initial group goals broken down into achievable tasks for the group can stimulate group unity and have a synergistic effect.

The group will have an opportunity to try out the Management by Objectives approach in individual and group exercises. The exercises will demonstrate that the application of this management technique to the residence life environment is appropriate because of the flexibility and simplicity of the model.

B7. Making Connections in the First-Year University College Connection

Katherine Elliott, University of Guelph

University College Connection is a program in its second year at the University of Guelph. First-year students are clustered in learning communities according to their courses and are supervised by senior students from the same academic program. Residence clusters and off-campus clusters operate in similar ways, but each has its own challenges. This presentation will outline the organization, programming, evaluation and future of this program.

B8. Alcohol: Meeting of a Francophone Interest Group

Alain Geoffroy, University of Ottawa

We think it would be appropriate to assemble a group of French post-secondary institutions, corresponding to BACCHUS for the English post-secondary institutions around the country, in order

to develop and put together alcohol awareness material.

Persons interested in joining this group will have the opportunity to discuss the themes to be developed, the network operation, the resource sharing and the liaisons with government and para-government organizations. *Simultaneous translation will be available.*

B9. Living in the Sun

Laurie Parsons

Memorial University of Newfoundland

This illustrated medical presentation will focus on the effects of acute and chronic solar radiation on the skin; trends over the past ten years; protection from harmful effects of the sun; skin conditions adversely affected by solar radiation such as melanoma, non melanoma skin cancers and premalignant lesions.

**B10. Financial Aid Pot-Pourri -
An Information Exchange**

Carson Leonard

Memorial University of Newfoundland

An informal discussion of topics raised by individuals in attendance. This is an opportunity to exchange ideas, information and experiences among your peers.

B11. Hearing Accessibility on Campus

Ruth Warick, Kathleen Pichora-Fuller

University of British Columbia

This session explores the components essential for providing hearing accessibility for deaf and hard of hearing students in a post-secondary setting. The results of a hearing accessibility project at the University of British Columbia will be reported. Two key aspects of the project were a needs study of hard of hearing persons and an evaluation of the

acoustic environment at UBC. Services to assist individuals with impaired hearing were also provided as part of the project. Another project which will be reported on is the Interpreter and Captioning Services program of the Disability Resource Centre.

**MONDAY, JUNE 27
12:15 P.M. - 1:30 P.M.**

Lunch - Roundtables

An opportunity to network with others on issues of shared interest.

**MONDAY, JUNE 27
1:30 P.M. - 2:45 P.M.**

C1. THEME SPEAKER

DR. BRETT STEENBARGER

State University of New York at Syracuse
*Interdisciplinary Collaboration Within
Student Affairs and Services*

Simultaneous translation will be available.

MONDAY, JUNE 27
3:15 P.M. - 4:30 P.M.

D1. Where have all the CIA'S Gone, or, a Survey of Student Assistants' Subsequent Work Experience

Elaine Davis, George Hurley, and
Wayne Yetman
Memorial University of Newfoundland

In 1980, the program to hire students to work in the Career Planning Centre as Career Information Assistants (CIA's) at Memorial University was begun. At that time, criteria were developed which have continued to be utilized for making initial employment decisions. After students were hired, they were given a period of intensive on-the-job training and on-going training at weekly meetings. This survey is an attempt to ascertain the post-graduation experiences of CIA's and their perceptions of whether their training and experience as CIA's have affected their subsequent work experiences. A few former CIA's will be invited to present their retrospective views in person.

D2. The Adult Learning Disabled: A Provincial Strategy for Inservicing College Instructors
Dennis A. Wright, Capilano College

For the past several years Capilano College has provided inservice workshops that assist college faculty throughout British Columbia become better prepared to support learning disabled college students. This project has been made possible by ministry funding for workshops, the development of video training films and providing a consulting service for college faculty. The Conference presentation will highlight the key features of the workshop content and the rationale that was behind their design. The video components will be shown and related to the overall workshop design.

Questions and discussion will be encouraged as part of the presentation.

D3. Beauty and the Cultural Beast: Taming the Pursuit of Perfection

Judy Chew, University of Calgary

Many women today are intensely preoccupied with food and eating patterns, body image and weight control. Such issues reflect the historical and present struggle in which women experience the conflicts posed by the norms of a patriarchal society and how this culture symbolically views and interprets the female body. Undoubtedly, the cultural norms to which women have been socialized involve potentially high personal and relational costs. Using mini lectures, experiential exercises, and discussion groups, this workshop will focus on furthering women's understanding of this issue from a feminist perspective. Furthermore, strategies for how women can take steps to foster an environment of healing and connection with themselves and others will be addressed. This is a workshop emphasizing self-care for women counsellors and the empowerment of the women they join with in the healing journey.

D4. The Perils of Pauline: An Examination of Some Pitfalls in Translating Sexual Harassment Policy into Practice

Paul Wilson, Sir Wilfred Grenfell College -
Memorial University of Newfoundland

This presentation will focus on some of the difficulties that emerged in a particular case of sexual harassment in the hope that the specific problems identified will foster a discussion of more general concerns. The focus will not be on the substance of the incidents that led to the case, but on the procedural difficulties that became apparent as the campus-wide agreement on sexual harassment was variously interpreted by the parties involved. The presentation will also focus on some "entrenched"

positions on the "right" of faculty to have sexual access to students that clouded the application of the policy.

D5. Birds of a Feather Flock Together: the Relationship Between Conformity and Cohesion in a Residence Floor Setting
Michael C. Ramsay, Westminster College

This session is a presentation of a 1993 study which examined the relationship between floor cohesiveness in a residence and the floor members' perceptions of the pressure to conform to group norms. The pressure to go along with the crowd is a well-documented phenomena in group dynamics but is this pressure related to the *closeness* or *tightness* students feel toward their peer group? An analysis of the situations where students feel pressure to behave or act in a manner which is influenced by their floor will be presented. This is also the first time the Group Environment Questionnaire has been used in a residence floor setting to measure the psychometric properties of cohesion.

D6. The Impact of Academic Program Closures on Students: The Dalhousie Experience
Eric McKee, Dalhousie University

In September 1993, the President of Dalhousie University announced major budget reductions over the next three years and recommended that the University's programs in Music, Theatre, Costume Studies, Public Administration and Library and Information Studies be closed or significantly altered. This presentation will review the impact on students of this announcement and the ensuing decision-making process, and will describe measures adopted by the University in order to address students' interest and concerns. Lessons learned that might benefit other institutions facing similar decisions will be described.

D7. Student Leadership - Peer Helper Programs

Kathie Saunders and Jean Pike
Memorial University of Newfoundland

This presentation will focus on the components, keys to success and benefits of student leadership - peer helper programs and how they can have a dynamic effect on the quality of student life for post-secondary students.

D8. CASFAA Annual General Meeting

Judy Dyck, University of Winnipeg
Simultaneous translation will be available.

D9. Thrive, Survive or Revive - Strategic Planning Initiatives at Canadian Universities

J. David McMurray, University of Windsor
Student Affairs/Services Representatives from the Atlantic, Quebec, Ontario, Central and Western Regions

The current realities of reduced funding and increased demand for accountability require that Student Affairs and Services professionals actively engage in strategic planning initiatives. Actual real case strategic planning scenarios will be presented by panel members from across Canada.

Methods will include those motivated by budget reductions, mission/goal/action plan development and performance management.

D10. Thawing the Berg: Orienting Faculty to the Academic Orientation

John H. Russell,
University of Western Ontario

Orientation activities prior to the beginning of classes in the Fall of 1993 included an opportunity for first-year students to meet each of their professors in special twenty minute introductory classes. This presentation will focus on the special faculty workshops arranged to orient the faculty and

the results of a survey of both faculty and students about the value of the introductory classes.

TUESDAY, JUNE 28
9:00 A.M. - 10:30 A.M.

E1. KEYNOTE SPEAKER

DR. EDNA TURPIN-DOWNEY

Cabot College of Applied Arts, Technology &
Continuing Education

*Understanding Constraints Point of
Departure: Collaboration*

Simultaneous translation will be available.

TUESDAY, JUNE 28
11:00 A.M. - 12:15 P.M.

- F1. Women and Depression: At the Crossroads
of Pathology and Well-being**
Judy Chew, University of Calgary

Current literature informs us that twice as many women as men experience depressive periods, and one out of ten women can expect to have a serious depression. Through mini-lectures, discussions, experiential exercises, and guided imagery, participants will have an opportunity to explore emerging counselling perspectives and strategies. Emphasis will be placed on feminist writings and research. Furthermore, there will be an acknowledgement of the need to look beyond traditional theories of depression which have often placed the counselling role within a pathological context. Health, well-being, and resources will be examined as crucial elements to a new understanding of women's sense of empowerment, enhanced confidence, and restoration as they embark on the journey of healing from the experience of depression.

- F2. Does a "Multiple-Choice Examination"
Improve Academic Performance?**
Ann Wetmore and Elizabeth Bowering
Mount Saint Vincent University

University students frequently are unaware that success on multiple-choice examinations requires more than memorization and recognition of materials, often leaving students frustrated, and unable to identify strategies for improving their performance. In an effort to demonstrate that training in critical thinking and higher-order reasoning skills would improve performance we implemented a brief study skills intervention in several introductory psychology classes. In our two-hour workshop, students read brief passages and then answered multiple-choice items which varied in levels of complexity. Students were trained to identify and use critical thinking skills in analysis and application. Results suggested that differential strategies may be useful for different age groups of students, ie, mature vs. traditional. Segments of the videotaped workshop will be shown and participants will be provided with an experiential test-taking activity.

- F3. A Report on a National Survey of
University Counselling Directors and Related
Counselling Practice Trends for the 21st
Century**
Ronald E. Warner
Ryerson Polytechnic University

The presentation will report on the results of the counselling directors survey, and of efficacy issues related to time-limited counselling. Also reported will be the findings of a recently completed study at our centre of both client and counsellor satisfaction compared across single-session, brief, and short-term therapy.

F4. Performance Indicators: Measuring Student Outcomes

Lorna P. Cammaert, University of Calgary

There is a growing awareness and pressure on Canadian universities to be involved with key performance indicators. Many of these indicators relate to students, their growth and development. Student Affairs professionals have an important role to play in defining the student outcomes to be measured, and assisting our institutions to access the outcomes in an appropriate and helpful mode.

In this session, we will discuss the current situation in Canada, including concrete examples of appropriate key performance indicators of student outcomes already being used in Student Affairs.

F5. An Institutional Effectiveness Audit, One College's Experience

Peter Johnson, Alberta Vocational College

In the Fall of 1993, Alberta Vocational College (AVC), Calgary, undertook an institutional project, "Measuring and Reporting Effectiveness". This was unique from a number of perspectives. First, it was initiated by the institution itself. External consultants were hired to assist in the implementation and Student Services were included within the framework of the review. This presentation will entail an outline of the procedures and processes that were undertaken to implement the review, its impact on the institutional climate and secondary benefits. The focus will primarily be on Student Services.

F6. Tutoring Programs and Their Administration

Geraldine White, Lakehead University

Tutoring programs require planning, public relations, implementation, supervision, evaluation, and reaction to changing needs. This presentation

will describe tutoring programs which, in 1992/93, provided 3,200 sessions of **course content tutoring** to 650 students by 98 tutors (professional and peer) in 125 different courses. The student population includes those enrolled in Arts, Science and Professional Programs. Tutoring is available, with very rare exceptions, in any course offered by the University. Our experience also includes providing tutoring in centres far removed from the main campus. A question, answer and discussion period will be an integral part of this session.

F7. Residential Students and Their Attitudes Towards Issues of Sexism, Racism, and Homophobia

Kathleen Berry, Andrew Johnston,

E. Joy Mighty, James M. Skidmore, and

Mary Lou Stirling,

University of New Brunswick Residence System

What are the attitudes of residential students towards issues of sexism, racism, and homophobia? Do they notice systemic or environmental problems with their living environments that encourage inappropriate social behaviour? And do they wish to implement programming that will actively confront any problems perceived?

At the University of New Brunswick, a group of four residence dons and the Dean of Residence have formed a task force that is investigating ways of dealing with these questions. This paper will present the approach and finding of the task force, and provide Conference attendees with an overview of the attitudes of contemporary Canadian university residents to issues of race, gender, and sexual orientation.

- F8. **Empowerment on Campus : Utilization of Peer Education in Promoting Healthy Lifestyles at the University of Toronto**
Lianne Jeffs, University of Toronto

This presentation will define the role of peer educators in the Student Health Outreach Program (S.H.O.P.) at the University of Toronto.

- F9. **Canada Student Loan Update**
Student Assistance Branch, Ottawa
Mary F. Meloshe

Changes to the Canada Student Loan Program will be presented and how these changes will affect students and Financial Aid Administrators will be discussed.

- F10. **Part I: Why Bother Exercising?**
Ean Parsons
Memorial University of Newfoundland

This two-part talk and discussion will focus on the evidence for the value of exercise that has been accumulated over the years trying to weed out hearsay from actual proven evidence. It will also discuss briefly the potential risk of exercise, excuses people have for not exercising, and the theoretical basis for counselling with regard to exercise.

Part II: Trying to Prevent Injuries in Those Who Insist on Exercising

This will focus on some of the simple measures and advice we can give patients/clients with regard to exercise and the advice we can give to the individual client and to those involved in administration in sports organizations. Attention will be given to reducing the risks of injuries.

- F11. **Meeting the Employment Needs of Students with Disabilities**
Mary Ellen MacEachern
Saint Mary's University
Rob Shea
Memorial University of Newfoundland

With the changing demographics of students attending post-secondary studies, placement officials are required to serve a number of clients with specific employment needs. Students with disabilities often require specific services which will further assist their integration into the labour market.

This presentation will review the experiences of two campus placement officers and their response to these issues. A review of developmental, integrative, and networking concepts employed on both university campuses will be discussed.

TUESDAY, JUNE 28
1:30 P.M. - 2:45 P.M.

- G1. **Getting the "Big Picture" - Structuring Information is Crucial to Successful Learning**
Richard Zajchowski
University of Western Ontario

Recent research indicates that successful students structure course information quite differently from their unsuccessful counterparts. There is also evidence that students can improve their learning by changing the ways they structure course information. This session briefly examines some of this research and explores ways to help students structure information more effectively in courses as diverse as psychology, physics, and music history. Please note that this session will resemble the one I gave at Brock last year. That session was quite well-received and I hope that a similar presentation

can be helpful to those who were unable to attend in '93.

G2. Divorce Counselling: Facilitating Personal Growth

Vivian Lalande, University of Calgary

The number of adults in post-secondary education continues to increase, many of whom return to school following a marital separation. As women and men go through the divorce process, they must successfully deal with a number of difficult issues and tasks. Divorce counselling is characterized by the focus on the promotion of a divorcing individual's personal growth, not merely adjustment. This presentation will focus on the nature of the process of self-development during divorce and some of the developmental tasks which may be experienced by divorcing adults. Gender differences in this process will be discussed and the implications for counsellors will be highlighted.

G3. Commuter Students

Paddy Blenkinsop and Jocelyne Côté
Laurentian University

The majority of Canadian university students are commuters, yet universities still tend to regard students as full-time residents on campus and plan their activities and information accordingly.

This workshop will present the findings of a 1993-94 study of commuting students at Laurentian University. Questions are asked about who they are, their needs, and their levels of involvement and satisfaction. As well, the results of a survey of services at institutions across Canada will be presented. Reference will be made to the literature, particularly that from the U.S. Participants will be encouraged to share information about their own institution and experience. *This presentation is bilingual.*

G4. Comparison of First Year's Expectations with their Findings after Six Months

Charlie Hunter, Mount Allison University

Results of surveys on expectations for first year's prior to this academic year and on their findings after six months will be presented.

Topics include: the number of students in classes, the number of classes attended, the quality of professors' teaching, difficulty of university work compared to high school, weekends spent on campus, time spent in extra-curricular activities, number of drinks consumed per week and money spent on various activities.

G5. Student Services Reviews: Process and Results with Special Forum

Dima Utgoff, Acadia University
and Patrick Buchannon
University of British Columbia

Reviews of university and college Student Services are a relatively recent phenomena. Their importance will greatly increase as both governing bodies and provincial governments demand greater accountability.

This presentation will examine the processes used and the results obtained from reviews of Student Services departments and divisions in five Canadian universities and, also, from five other reviews of residence operations. In some cases the examination of residence operations was part of a general review of Student Services, and in other cases an independent review was conducted. An analysis of review results will enable the presenters to make suggestions for some basic principles to underlie all reviews.

- G6. Post-Secondary Students with Disabilities:
Accent on Access, Part I**
Marie White and Mary Ennis
Consumer Organization of Disabled People
of Newfoundland and Labrador

Part I will provide participants with a general introduction to the realities of disability. The video "All Ways Welcome" highlights the difficulties experienced by persons both with and without disabilities as they strive to interact with each other in society. Following an overview on post-secondary-related stress, panellists with disabilities will focus primarily on their experiences in post-secondary institutions. Discussion will follow.

- G7. Bursaries - Who Needs Them**
Helen Merrill, Saint Mary's University

With changing funding arrangements within and outside of institutions, financial aid and awards offices are still trying to allocate bursaries and scholarships fairly. How to adapt our awards programs to these changing funding structures is the topic of this interactive "hands-on" presentation.

- G8. How Involvement in Student
Development Promotes University Success
and Helps Students Make the Transition
From School to Work**
Rhonda Piercey and Tommy Brophy
Memorial University of Newfoundland

The presentation will focus on the initiatives Memorial University has taken, through the Office of Student Affairs and Services, to support students and promote success through the first year to the end of their university experience. Particular emphasis will be given to the Living and Learning Retention Project, The Student Achievement Project, and the video "Opening Doors". The final piece will include how involvement in Student

Development will better prepare students to make the transition from school to work.

- G9. CACUSS President's Forum**
Peggy Patterson, University of Guelph
Garth Wannan, University of Manitoba

A chance to informally discuss CACUSS issues with the Executive.

TUESDAY, JUNE 28
3:15 P.M. - 4:30 P.M.

- H1. Simon Fraser University "Career
Modules"**
Richard A. Bradshaw
Simon Fraser University

This is a program which has been in operation for the past four years. It has recently been modified to better match with student perceptions and needs regarding career development. Program materials, content, scheduling and group process will be reviewed in this presentation.

- introductions.*
**H2. Sexuality Counselling and the University
Student: Gay/Lesbian Peer Counselling**
B.J. Rye, University of Western Ontario

The Student Development Centre of the University of Western Ontario offers students the opportunity to speak confidentially to a gay or lesbian peer counsellor. In this talk, the needs of the homosexual student presenting at the student counselling centre will be discussed. A variety of sexuality related issues may be addressed in the therapy session which may include: identity and "coming out" concerns, internalized homophobia, coping with societal homophobia and heterosexism, feelings of isolation, and familial matters. Resources

for the lesbian and gay student, within and outside of the university setting, are discussed. Theories of counselling for gays and lesbians will be reviewed. While this talk will specifically address counselling matters, the topic is applicable to a variety of student services personnel.

H3. Supporting Displaced Fishery Workers for Successful Retraining, The Newfoundland Fishery: A Case Study

Helen Bugler, Cabot College

The closure and down sizing of fish plants in Newfoundland meant the loss of many jobs throughout the Province. Employment and Immigration Canada, through its Fisheries Adjustment Program, made a concentrated effort to address the needs of displaced fish plant workers seeking training in alternate fields of employment. In response to this initiative, acting on the premise that a formerly stable work group would benefit greatly from a strong continuum of support, Cabot College requested, and was granted, extra funding to establish a Student Support Services Unit.

The result showed over 90% of students had academic success during the first year. The positive effect this program of comprehensive, in-house support can have on students will be of interest to others that may be involved in similar ventures.

H4. Change - Institutional Down Sizing and Restructuring

Jim Wilgar, Wilfrid Laurier University

Federal and provincial governments continue to announce reductions in support funding for our universities. Operating funds and transfer payments have been dramatically scaled down, modified, or eliminated with little or no indication of future positive change.

The need to effectively initiate and manage such change is of paramount importance, while we strive to maintain essential institutional objectives on both the academic and non-academic components, particularly in the area of Student Services.

This presentation will deal with institutional objectives, methodologies, and conclusions of a major study undertaken at Wilfrid Laurier University.

H5. Complicating Factors in Sexual Assault Cases: Implications for Campus Managers

Carol L. Hill and Ann A. Wetmore
Mount Saint Vincent University

When a student with a history of sexual abuse falls victim to a sexual assault, a complex situation ensues for administrators at all levels of student affairs.

Some of the more recent high-profile cases of sexual assault in our local community have involved incidents where accusations were made, retracted, then re-instated in some form, or denied, and/or conflicting details were presented by the victim. We suspect that such cases involve survivors of long-term childhood sexual abuse, and have formulated a presentation to increase awareness of this dynamic at work in sexual assault incidents.

The presentation will review characteristics of childhood sexual abuse survivors and the implications of those characteristics for campus case management. Techniques in questioning to avoid re-victimization and minimize the potential for "false memory syndrome" will be discussed.

H6. Equity for All: The Development of Realistic Criteria for Beneficial Services Relating to Actual Circumstances

Alain Geoffroy, University of Ottawa

The Student Life Services at the University of Ottawa have regrouped those sectors in which the clientele is composed of students from targeted groups.

On the one hand, the Office of Foreign Students, the Centre of Special Services (for persons with disabilities), the Women's Resources Centre and the Chaplains must respond adequately, and with declining resources, to the particular needs of their respective clienteles, clienteles that are ever increasing. On the other hand, those sectors must offer to the university community a program that can sensitize students, teachers and personnel to the cultural, social and physical differences of these students.

In the context of strategic planning, the Student Life Service that includes also those socio-cultural activities, leisure activities and workshops for students, developed different criteria for service delivery leading not only to the elaboration of a five-year planning program but also to the putting in place of a system of evaluation of its target action towards equity in education. *Simultaneous translation will be provided.*

H7. Post-Secondary Students with Disabilities:

Accent on Access, Part II

Marie White and Mary Ennis

Consumer Organization of Disabled People of Newfoundland and Labrador

Following a brief overview of Session I, persons with disabilities will relate their experiences via the video "The Realities of Disability". Then, panellists with non visible disabilities will discuss the impact of mental/psychological illness, learning disabilities,

head injuries and attention deficit disorders on post-secondary training. The session will conclude with a general discussion.

H8. Student Perception of Need and Sufficiency of Student Aid

Peter Dueck, University of Manitoba

This presentation will discuss financial need as perceived by students and effectiveness of Student Aid and other programs in meeting this perceived need.

H9. What is Quality in Student Services and How/Who Decides?

Allen R. Barlow

University of Western Sydney

The quality agenda has swept through the international higher education system like an epidemic. Student Services must warmly and enthusiastically embrace the agenda and the business implied in that agenda if it is to forestall "peripheralisation".

Discussion and rationalization, both formal and informal, largely emanating from sincere, well-intentioned hard working professional student service personnel indicates that they do not have time nor energy to undertake the research, evaluation, monitoring and publication (PR) of their work. However, this ensures their backwater status. The warm fuzzy inner glow of working hard (even to exhaustion) may have an element of personal merit - but that self-satisfying correctness has little place in negotiating the maintenance of adequate funding levels - those levels flowing, at least in part, from being able to qualitatively and quantitatively ensure our services are mainstream, cost efficient, professionally responsible, and that they contribute significantly to the value added academic enterprise.

A number of our developments (i.e. UWS and Australian perspectives) will be presented as an example of the work that is required to convey to government and administrators our fundamental role in the education process.

H10. Mentoring Matters at Simon Fraser University
Lorne Prupas and Denise Esson
Simon Fraser University

Mentoring programs at universities and colleges are becoming increasingly popular, with research suggesting an enhancement in knowledge, emotional stability, problem-solving and decision-making ability, as well as morale and productivity in organizations sponsoring mentoring programs. This presentation will describe various components of a recently initiated Mentoring Program at SFU, under the direction of the Alumni Relations Office including: how the working relationship between the Alumni relations office and the Counselling Service was established; the roles played by the Alumni Relations Office and staff and peer helpers at the Counselling Service; results from the analysis of data collected on effectiveness of the program; recommendations for individuals who may wish to establish a mentoring program at other institutions. It is hoped that an informal network of individuals interested in mentoring programs will be established in this session.

WEDNESDAY, JUNE 29
9:00 A.M. - 10:30 A.M.

II. KEYNOTE SPEAKER
DR. JACQUELYN THAYER SCOTT
University College of Cape Breton
The Changing Face of Education in the 1990's

Simultaneous translation will be available.

WEDNESDAY, JUNE 29
11:00 A.M. - 12:15 P.M.

J1. Communication Skills for Residence Assistants
Donald Martin and Noëlla Beausoleil
University of Ottawa

Produced last spring at The University of Ottawa, a videotape entitled, "Communications Skills for Residence Assistants (1993)", models five communications dimensions that RA's must integrate in preparation for their role as peer helpers. These dimensions are: welcoming, contacting, focusing, exploring, taking action. A user's guide is available that describes in detail how to maximize the effectiveness of the videotape in the context of training. Participants will be invited to discuss issues relevant to RA intervention styles in the 90's. New trends, new ways of approaching and maximizing training will be addressed with the group.

J2. Recognizing and Treating Post-traumatic Stress Disorder (PTSD) in University Counselling and Health Services
Ann A. Wetmore
Mount Saint Vincent University

Students are not immune from traumatic experiences and frequently they present in university settings with generalized complaints such as difficulty concentrating, sleep disturbance, depression, or panic attacks. Understanding and recognizing post-trauma syndromes and providing effective short-term treatment including individual, group, and distance treatment that addresses both the intrusion and avoidance aspects of PTSD, are challenges for over-extended university counselling and health centres. This presentation, initiated under the AACUSS Special Projects Award in 1992, has been based on an overview of PTSD

outpatient treatment programs in Britain. Handouts on aspects of assessment and treatment as related to Canadian university students will be distributed.

J3. Students with Disabilities and the Role of Counselling Services
Joan Wolforth, McGill University

Over the last ten years increasing numbers of students with disabilities have been entering post-secondary educational institutions. While a special department might play the main role in coordinating services for these students, they are firstly students like any other and as such expect access to all student service departments including counselling. This session will discuss some of the issues counselling departments may wish to consider when serving these students. Areas covered will include physical, communication, and attitudinal access, as well as potential psychological issues that counsellors may need to consider both in terms of the students and themselves.

J4. Getting Wired: Students and the Internet
Louise McGillis and Barbara McDonald
Memorial University of Newfoundland

This is an introductory presentation and assumes that some attendants will have little knowledge of the Internet. Therefore, we will commence with an introduction describing what it is, how people are connected and what is on the Internet. This will provide a context of our main discussion about one specific Internet application, Gopher. We will look at Memorial University's Gopher (electronic campus wide information system), describing what it is, how it works and the student information that is available through it. We will also provide some student feedback to get a first-hand understanding of how students are using the system, what they find useful and what kinds of things they would like to see added.

J5. The First Five Years: Giving Birth to an Institution's First Department of Student Services
Marianne Perry
Algoma University College

This presentation will explore the process by which a Northern Ontario university began to establish its first Department of Student Services in 1989 after being in existence for 22 years. The gradual transition of the department from a "catch-all entity" to a focused activist oriented unit valued as an integral component in the institution will be outlined. The development of guiding philosophies and frameworks will also be addressed, along with strategies to gain institutional support for additional resources during a period of financial cutbacks. The presentation will end with a summation of the department's current responsibilities and an identification of challenges for the next five years.

J6. Quality of Student Life: A Pilot Study
Michael Benjamin, University of Guelph

The higher education literature currently reflects divergent approaches to the quality of student life (QSL), including traditional views of assessment and the learning environment. This author has recently advanced an original ecological approach to QSL. This presentation will summarize the results of a pilot study designed to test that model. This will include: overview of the model; description of a new survey instrument; and details regarding study design, implementation and results. The presentation will conclude with a discussion of (a) the direction of future QSL research, and (b) the uses of QSL data for administrative and student services decision-making.

J7. Future Trends in Student Health Care Plans
David Jones and Michael Perry, National Student Health Network

This session will discuss current trends in student health care plans nationwide. What benefits and drugs are students claiming? What trends are there in cost containment? How do different regions and campuses compare? How will international students be affected by changes in provincial health care?

The session will present a national comparison of the variety of student plans, useful for anyone with a student health plan or thinking about implementing one. The session will discuss some of the new services and cost containment features being introduced to student health plans including: managed formularies, mail-order pharmacies, and new international student coverage.

J8. Provincial Student Aid Forum
Judy Casey
Memorial University of Newfoundland

Provincial Student Aid Directors will present highlights of their Student Aid Program for students taking programs out of their home provinces and the role of out of province Financial Aid Administrators.

J9. Thriving Through Student Involvement in the 90s
Roberta Mason, Simon Fraser University
and Laurie Schnarr, University of Guelph

For years theorists have espoused the virtues of student involvement as a means to increasing student satisfaction and persistence. Today, Canadian colleges and universities face unprecedented pressure to prepare young adults for lifetime obligations as citizens, employees, and leaders. How can we encourage students to

become involved? How can we facilitate the development of qualities and skills necessary in a society, characterized by rapid change? This presentation will outline the evolution of programs designed to encourage student involvement and student development at Simon Fraser University and the University of Guelph.

J10. The Organization and Administration of Student Life at the University of the West Indies
Jai Jebodhsingh
University of the West Indies

This presentation will give precise information and insights into the organization and administration of student life on the three campuses of the University of the West Indies. Special emphasis will be placed on the management and delivery of student services showing that there is no institutionalized common approach or comprehensive set of principles for meeting needs of students at the three campuses. A historical review will provide the basis for the development of a model for student services that reflects the North American experience rather than the historical British tradition.

WEDNESDAY, JUNE 29
1:30 P.M. - 2:45 P.M.

K1. THEME SPEAKER
MR. W. WAYNE THISTLE
Memorial University of Newfoundland
Major Legal Issues Facing Canadian Universities in the '90's

Simultaneous translation will be available.

WEDNESDAY, JUNE 29
3:15 P.M. - 4:30 P.M.

L1. Taking Career Control

Sylvia Palmer and Ken Kush
University of British Columbia

In times of recession, more and more alumni are looking for work or are generally dissatisfied with what they are doing. The University of British Columbia Student Counselling & Resources Centre has developed a program for alumni to help them find a career direction. This presentation represents a summary of the full-day workshop which emphasizes the process of career decision-making through structured activities and an incorporation of life experiences. The format of the workshop will be presented along with the use of assessments and card sorts developed for alumni. This cost recovery workshop has been a very successful venture in budgetary restraint times.

L2. A Comparative Analysis of Perceived Counselling Needs of Commuter and Resident Students

Bob Adebayo, Alberta Vocational College

In recent years, the composition of students in post-secondary institutions has been changing, including the number of commuter students. Educators assume that commuters are like resident students except that they live off campus and that student services programs equally meet the needs of commuter and resident students. This study, based on a survey conducted in a community college, describes the characteristics and perceived counselling needs for both commuter and resident students, revealing differential counselling needs for these groups. Suggestions for improving counselling services to older commuting students with multiple responsibilities are included.

L3. I Know You're Counselling Centre Faculty...But what do you Teach?

John C. Garland
Memorial University of Newfoundland

This presentation will discuss the tensions inherent in an academic model (i.e., faculty model) for counsellors at the university level. The primary mechanism for highlighting these tensions will be through presenting relevant sections from a recently-completed history of the University Counselling Centre at Memorial University of Newfoundland and through presenting data on the status of counsellors with respect to rank and tenure at counselling centres across Canada.

L4. Emerging Legal Issues for Student Housing Professionals

Ron Byrne, Dalhousie University

Housing officials are being required to face a myriad of legal challenges ranging from concerns over accessibility to concerns over administration's right to enter a student's room. In an era where students, parents, faculty, and other interested parties, are increasingly aware of legal avenues to address concerns, it is incumbent upon housing officials to be equally aware and to develop policies which meet legal requirements. This session will discuss current issues of concern with an eye to bringing housing officials up to date on legal trends within Canada.

L5. What are Calgary and Guelph Doing Now? Programs for First-Year Students

Katherine Elliott, University of Guelph
and Lorna Cammaert, University of Calgary

Recognizing the needs of first-year students and designing programs that meet those needs are challenges facing every college and university. The University of Guelph and the University of Calgary have created and implemented comprehensive

programs for first-year students. This session will highlight some of our successes and some of the programs which still need work.

L6. Followup Legal Issues Session for Chief Student Affairs Officers

W. Wayne Thistle

Memorial University of Newfoundland

L7. Legal Issues in Health and Counselling Services

Peter Browne

Curtis, Dawe - St. John's

Mr. Brown is a partner with the St. John's law firm of Curtis, Dawe and has been involved in medical issues for a number of years. He will address issues including informed consent, confidentiality, disclosure of information and accommodation for students with mental illness as they relate to health and counselling professionals in post-secondary institutions.

L8. Scholarship Trust Law

Augustus Lilly

Stewart McKelvey Stirling Scales

St. John's

What are the legal options available today in dealing with scholarship trust and what should we be doing to reduce future difficulties to a minimum.

L9. Hoops and Hurdles - Research on Single Parents in Post-Secondary: Validating Collaborative Efforts of Community and Academics in a Research Collective

Cathy Forristall, Sharon Taylor,

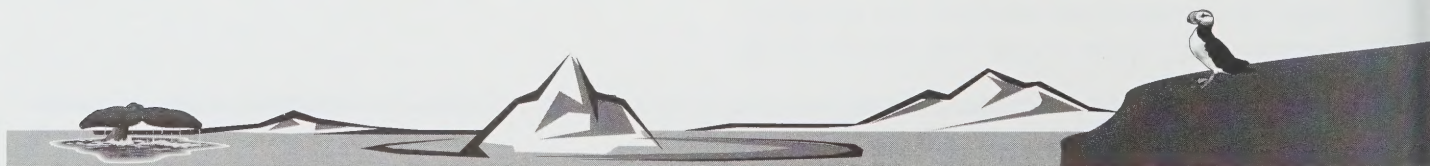
Karen Ellison, Trudy Ryan

Memorial University of Newfoundland

This panel will examine the common tensions within a collective including, but not limited to, gender; education; power imbalance; approach to language and task orientation as well as give definition to the term "collective". In an attempt to de-mystify research, we will explore the differing perceptions and strengths that individual members (academic/community based) bring to the collective. Discussion will focus on the pulling together of collective needs in order to achieve common goals. Particular emphasis will be placed on the participatory process utilized in decision making and consensus which has been frustrating for those unfamiliar with feminist process.

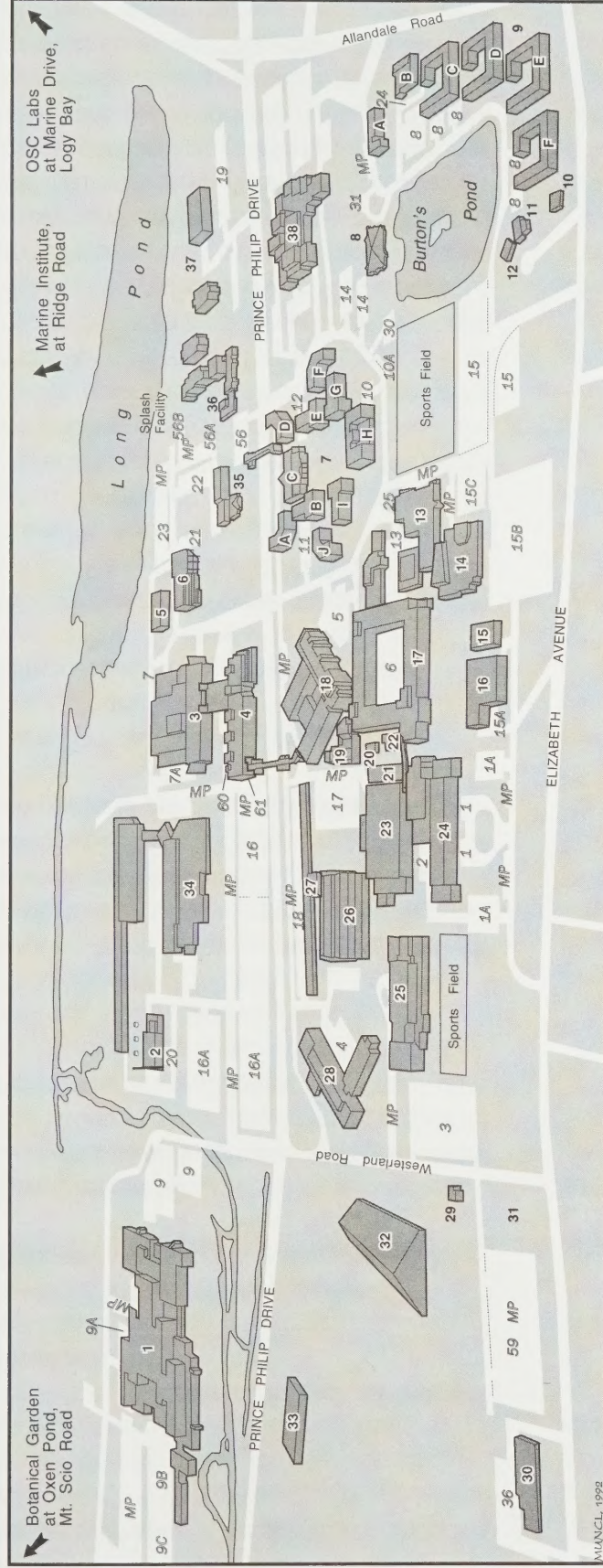
The presenters will identify problem areas and share with the audience the strategies used to bridge the gap between the research team members.

Notes



St. John's Campus

Campus St. John's



Academic Buildings:

- 1 **Health Sciences Centre (HSC)**
Faculty of Medicine
School of Nursing
School of Pharmacy
- 3 **S.J. Carew Building (X)**
Cafeteria
Faculty of Engineering and Applied Science
- 4 **Alexander Murray Building (ER)**
Centre for Earth Resources
Research (CERR)
Earth Sciences
School of Graduate Studies
Seabright Corporation
- 5 **Capt. Robert A. Bartlett Building (ES)**
Centre for Cold Oceans Resources
Engineering (C-CORE)
- 6 **Business Administration Building (B)**
Faculty of Business Administration
Office of Research
- 10 **Psychology Clinic**
- 11 **Ocean Sciences Centre Office**
- 12 **Math Learning Centre**
- 14 **M.O. Morgan Building (MU)**

School of Music

- 16 **Henrietta Harvey Building (HH)**
Computing and Communications
Maritime History Archive
Mathematics and Statistics
- 17 **Science Building (S)**
Biochemistry
Biology
French and Spanish
General Studies
Geography
German and Russian
Linguistics
Political Science
Psychology
- 18 **Chemistry-Physics Building (C)**
Cafeteria
Chemistry
Physics
Faculty of Science
- 19 **Biotechnology Building (BT)**
Small Animal Care
- 21 **Psychology Annex (PA)**
- 22 **Computing Services (CS)**
- 24 **Arts and Administration Building (A)**
Administration Offices
Anthropology
Faculty of Arts

Banking Machine

- Cafeteria
Cashier's Office
Classics
Economics
English
Folklore
History
Institute for Social and Economic Research (ISER)
Insurance Agency
Philosophy
Registrar's Office
Religious Studies
Sociology
Student Affairs and Services
Travel Agency
University Relations
- 25 **Physical Education Building (G)**
School of Physical Education
and Athletics
- 26 **Queen Elizabeth II Library (L)**
Bookstore
Centre for Newfoundland Studies
CNS Archives
- 27 **Humanities Building (HU)**
Computer Science
Humanities
- 28 **G.A. Hickman Building (E)**
Continuing Studies
Faculty of Education
Educational Technology

Folklore and Language Archive

- 30 **Helge and Anne Stine Ingstad Building (BL)**
Archaeology Unit
Centre for Material Culture Studies
- 35 **St. John's College**
School of Social Work
- Service Buildings:**
- 2 **Utilities Annex**
- 8 **Child Care Centre**
- 13 **Services Building (SV)**
Co-operative Education
Security
University Works
- 15 **University Works Storage**
- 20 **Student Health Centre**
- 23 **Thomson Student Centre**
Banking Machine
Breezeway Bar
Cafeteria
Campus Ministries
Council of the Students' Union
Counselling Centre
General Student Services
Post Office

Scholarships Office

- Travel Agency
- 29 **Alumni House**
Alumni Affairs and Development
- Residences:**
- 7 **Paton College Residences:**
A Rothermere
B Barnes
C R. Gushue Hall
D Bowater
E Burke
F Squires
G Curtis
H Hatcher
I Blackall
J Doyle
- 9 **Burton's Pond Apartments:**
A Baltimore
B Corte Real
C Cabot
D Carlier
E Gilbert
F Guy
- Other Buildings:**
- 31 **St. Augustine's Anglican Church**
- 32 **Augustine**
- 33 **CBC Television**
- 34 **NRC - Institute for Marine Dynamics**
- 35 **Coughlan College**
- 36 **Queen's College**
- 38 **St. John's Arts and Culture Centre**
Memorial University Art Gallery

10 **Parking Area*** * All numbered parking areas are restricted to permit holders only.
MP Metered Parking

